



ISS Annual Report





ISS - Motto, Mission, Vision

- **Motto:** Working toward the betterment of Hamilton County through the use of technology.
- **Mission:** To ensure that County data and voice services are secure, accurate, available and recoverable in order to enable County departments to better serve the County's citizens in the most cost effective and efficient manner possible.
- **Vision:** Hamilton County ISS is striving to become a model for local government technology implementation; both in how technology is used, and in how technology service is delivered.

Scope of ISS Support



Enterprise Applications



GIS



Telecommunications



Operations



PC & Peripherals



Data Networks and Storage



Technology Refresh

ISS Staffing



Staffing levels were good for 2021. We did have an issue filling the GIS opening we had but ultimately found a quality candidate.



No vacancies to end 2021

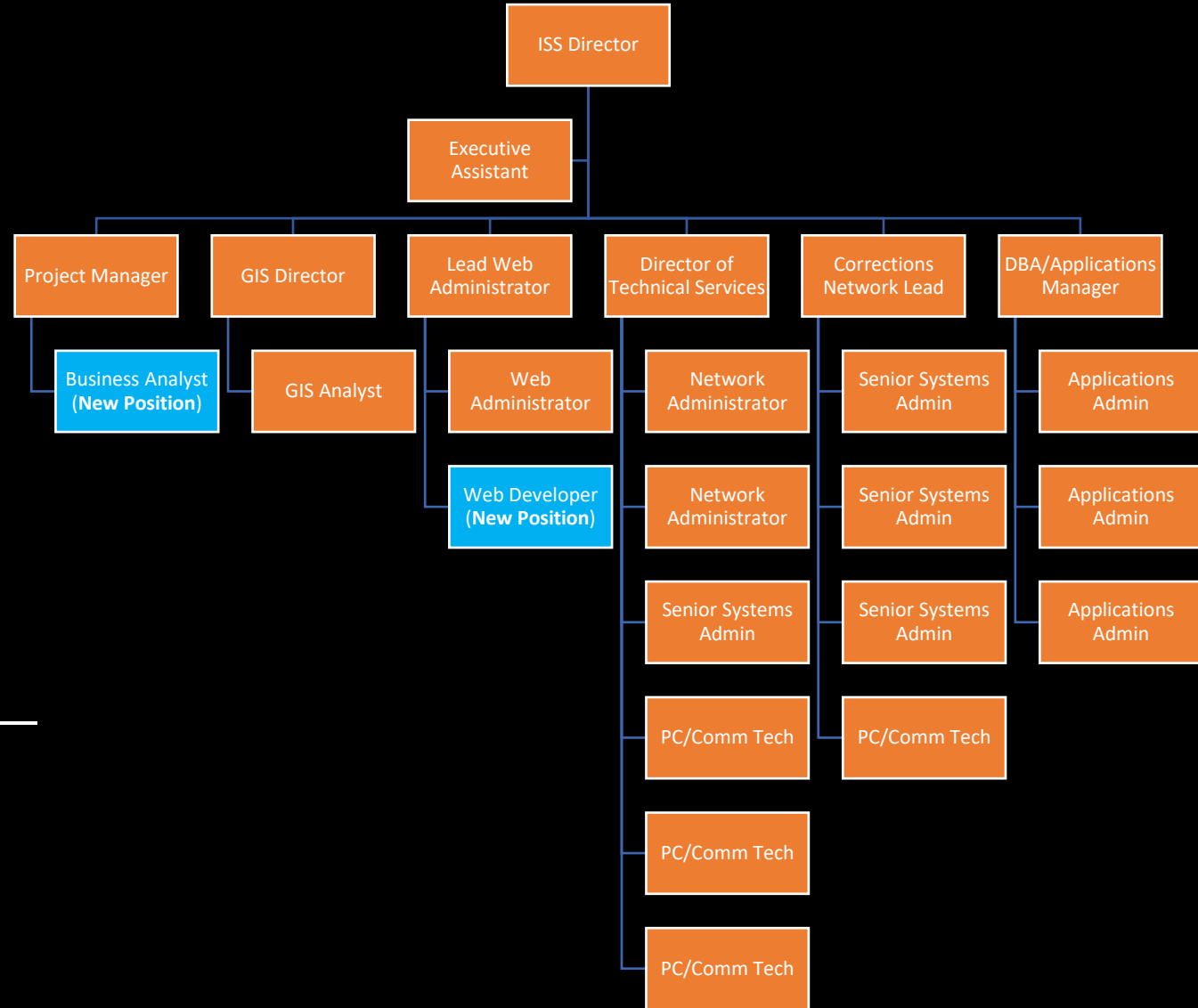


Two additional staff were approved by Council for 2022 budget. A Business Analyst and a Web Developer.



Additional support staff for the new ERP system will be an area of need for the ISS Department.

ISS – Organization Chart



2021 Accomplishments

- POSSE/Winchester Upgrade
- Kronos Time Off Request and Attestation
- Implemented Single Use Account for Auditor & Treasurer's Office
- Implemented Employee Navigator software
- New Campaign Finance Reporting application
- ArcGIS Enterprise Upgrade
- GIS Server architecture changed from single server to multiple
- Upgraded Cisco Wireless at Public Safety Complex
- Key Management System to track vehicle keys deployed
- New Video Court system installed at jail
- Equipment refresh for Communications at main and backup site

2021 Accomplishments – Continued

- Hardware refresh for EMA
- Implemented Change Control and Project Management practices
- Implemented Digital Signature Software
- Completed ERP RFP process
- Redesign of Tax Bill (State Required)
- Expanded the use of CivicRec to 4H Extension
- Multiple new SharePoint based applications for Auditor, Clerk, Communications, Community Corrections, Safety & Risk, Veteran Services, and Sheriff
- Expanded the use of Teller to HHW
- Expanded the use of Intact Document Management

2021 Accomplishments – Continued

- Cisco network redesign completed in downtown datacenter
- Server refresh completed
- Nimble Storage refresh completed for Communications
- Office and Fiber moves for new Parks and Coroner Offices
- Covid Clinic Support
- Major updates to Tax related statements on the web including the posting of 300,000 PDF files
- Numerous changes to online GIS Viewer
- New Ortho Imagery captured
- Multiple GIS Database Changes

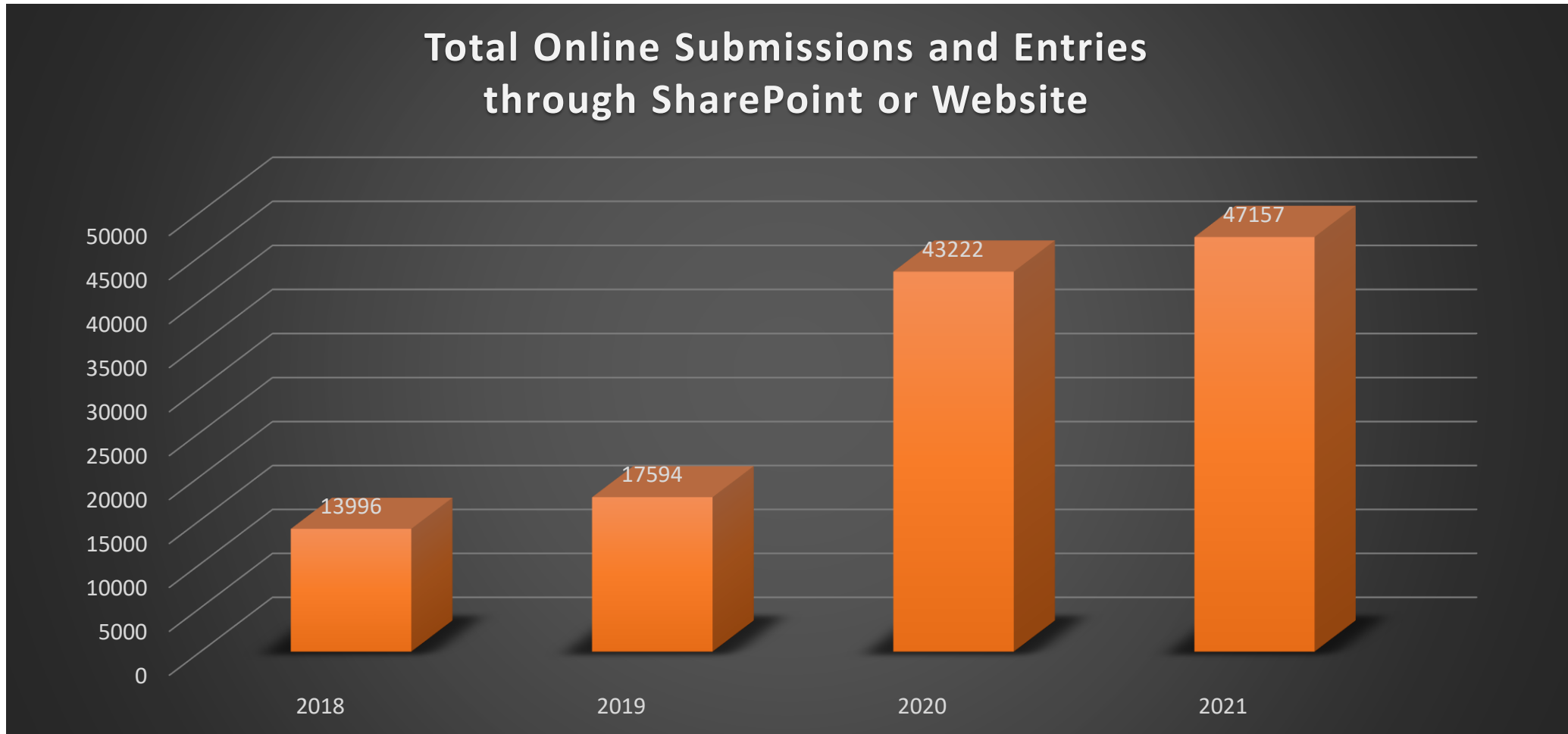
Performance Measures



Performance Measures



Performance Measures



2022 Goals and Objectives



ERP Contract Negotiation and Implementation Beginning



Complete Cisco Network Upgrades



Audio Video Upgrades – 4H and Historic Courtroom



Certificate Based Authentication – Security Improvement



Fiber Ring refresh and redesign



New Dual Factor solution - Okta



Enhance/redesign SharePoint Environment



Implement Replacement for FTP sites

2022 Goals and Objectives - Continued



Facilities Maintenance Software for Buildings & Grounds



Expanded use of Document Management Software



Body Camera deployment for Sheriff's Office



ESRI ArcGIS Enterprise Upgrades



POSSE/Winchester enhancements for Auditor and Community Corrections



Kronos Time-Off Requests and Attestation pushed to all departments



Changes to Credit Card Processing in Treasurer's Office



Start Investigation of New County Phone System



Multiple Public Safety Radio Upgrades/Projects



ISS Technology Priorities

- Cybersecurity and Risk Management
 - Data Protection, Training and Awareness
- Digital Government
 - Improving Citizen Service, Identity Management
- Process Improvements
 - ERP Project
- Analytics
 - Business Intelligence, Big Data
- Budget, Cost Control
 - Managing Budget, Reducing/Avoiding Costs

Closing

In 2021, the ISS team continued to be pushed after a long 2020 and continued to show what a talented team they are and the value they bring to the county!

After navigating 2020 and successfully moving significant portions of the county online, we took those changes and continued to build on those in 2021. We had the opportunity to continue to enhance our infrastructure and improve cyber security that will support a hybrid workforce moving into the future. In addition to these behind-the-scenes changes, we improved digital services to the citizens where we've seen a 170% increase in online submissions in the just the past two years. ISS also worked closely with the Auditor's Office along with representatives from the Sheriff's Office, Parks Department, HR and the Highway Department to evaluate and select a new ERP system for the County. This project is the most important project the county has undertaken since the implementation of ProperTax about 12 years ago.

2022 has a number of opportunities that will be presented to the ISS Department. Because of supply chain issues, several infrastructure projects have been delayed waiting for equipment. Those projects will start early in 2022 and continue to improve network performance and cyber security. The ERP project implementation will also begin in 2022 and require work from several staff as well significant time from departments across the county. On the personnel from, I will work to fill the two new positions approved by Council and integrate those staff into the organization. The changes the county will see over the course of 2022 and into 2023 will impact the county for years to come and will change how business is done. It is an exciting time here in Hamilton County!

The ISS Department and myself look forward to the coming year and the challenges it brings. We will continue to implement technology that improves the efficiency and effectiveness of departments across the county as well as improve services for the citizens of the County.